Skills Library

1   Administrative Office Procedures
2   Administrative Support
3   Adult Learning - Mental Skills
4   Adult Learning - Physical Skills
5   Anger Management
6   Appreciative Inquiry
7   Archiving and Records Management
8   Assertiveness And Self-Confidence
9   Attention Management
10 Basic Bookkeeping
11 Being A Likeable Boss
12 Body Language Basics
13 Budgets And Financial Reports
14 Business Acumen
15 Business Ethics
16 Business Etiquette
17 Business Succession Planning
18 Business Writing
19 Call Center Training
20 Change Management
21 Civility In The Workplace
22 Coaching And Mentoring
23 Coaching Salespeople
24 Collaborative Business Writing
25 Communication Strategies
26 Conducting Annual Employee Reviews
27 Conflict Resolution
28 Contact Center Training
29 Contract Management
30 Creating a Great Webinar

1. How Best to Empower

A leader's ability to empower will have a significant impact on driving business results. The best leader knows how to make staff shine, by delegating responsibilities according to each staff member's strengths and weaknesses. An effective delegation model exists and can be taught. Other aspects of delegation can be taught during training as well, including how to:

- Empower with clarity
- Define span of freedom and responsibility in executing tasks for direct reports
- Ensure staff take personal ownership for delivering on commitments

LEARNING OUTCOMES | You will learn to:

• Provide a clear line of sight from the path to the goal and subsequent expectations

• Use a clear "Sandbox" size to give direct reports appropriate freedom to act

• Understand how to give informal and in-the-moment coaching to improve results or avoid a problem

• Ensure personal ownership is taken to deliver on commitments

• Recognize and harness the potential in every employee

AGENDA

Introduction Outline the framework for the program and introduce the our business model for effective delegation.

Clarity

The ability to set clear goals

• Ensure delegated goals are Crystal Clear, Action Oriented, Measurable and Specific

Gantry

Experiential Activity: The Gantry

Executive must rely on their ability to communicate clear goals to their team members to be successful. Executive will have the opportunity to practice using the online model for setting goals and they will be given a tool that will provide feedback on how well they were able to communicate goals and achieve objectives.

Authority

The direct report's freedom to act within a delegated situation.

Business Model - Defining another's freedom to act based on:

• Responsibility for outcomes

• Training in the areas required in which to operate

• Related Experience

• Track record of success

Nudge (a light touch or push. "he gave her shoulder a nudge")

How to "Nudge" an employee towards success

• How to Nudge

• The 4 elements of Nudging

• Appropriate Nudging vs. detrimental Nudging

• Seamlessly moving from Nudging to Coaching to Directing when required

Ownership

The ability to commit to the promised outcome

• Taking personal ownership to ensure responsibilities are achieved as expected

• Giving complete clarity and gaining agreement from direct reports

• Equal onus (something that is one's duty or responsibility) for success or failure

Quartet (a set of four people or things)

Experiential practice of ownership of outcome

Executive make upfront commitments regarding the score they will achieve and the behaviors they will demonstrate and are then held accountable to deliver on those results. The debrief focuses on whether or not individuals were truly effective at delivering on their accountabilities.

Esteem

The ability to see the value of each individual's potential

• Understanding an individual's capability

• Raising personal performance expectations

• How to "let them lead" Wrap Up and Personal Application Review the key concepts from the program and complete personal action plans.

2. How to Lead Meetings

This may seem like a superficial skill to focus on, but leading effective and productive meetings is one of the most important skills a leader needs to have. Consider how many meetings are run daily in an organization - almost all meetings will be run by someone in a leadership role. You need to step back and consider how effectively organized those meetings are and look at the productive outcome. Training on how to lead meetings include skills building in:

- Getting everyone involved and participating in the meeting topic
- Managing meetings effectively, so each member is heard
- Getting to the main meeting points quickly
- Staying on time and on task
- Focusing on core objectives and limiting distractions
- Generating actionable results
-

Individual contributors and core team members are the backbone of any business - the better they are the better the business performance. Skill building programs strengthen organizations by addressing a wide variety of competencies, from interpersonal skills to customer service through to project management and process improvement.

Process Improvement

Customer Service

Teamwork

Effective Presentations

Project Management

Leading Meetings

Delegation

Time Management

Performance Management

Innovation

Communication

Coaching

Process Improvement

High-performance teamwork generates meaningful process improvement

hands-on experience that builds and focuses team development, strategic planning, innovative thinking, and implementation skills, culminating in a detailed practical design for generating meaningful process improvements.

Our team should learn to:

- Establish consensus, effectively delegate, diagnose and overcome team challenges
- Identify improvement targets and execute action steps to achieve them
- Successfully implement strategic planning
- Determine bottlenecks and develop innovative solutions based on root cause analysis
- Lead process improvement to realize savings - increased speed, decreased waste, improved quality, lower costs, and minimized rework.

High performance teamwork generates meaningful process improvement

BUSINESS ISSUE

Within our organization as a whole, there may be thousands of processes occurring simultaneously. At some point, processes from the various departments will intersect, like the silks in a spider's web. This is often why many process improvements never make it beyond the blueprint stage—their originators didn't take into account process interconnectivity. Or perhaps they failed to unite the team around the improvement goal, or support the improvement process with appropriate checks and balances. hands-on experience that builds and focuses team-development, strategic planning, innovative thinking and implementation skills, culminating in a detailed, practical design for generating meaningful process improvements.

LEARNING OUTCOMES

You should learn to:

• Establish consensus, effectively delegate, diagnose and overcome team challenges with a multifunctional teambuilding tool

• Utilize a unique, 2-phase procedure to identify improvement targets and execute action steps to achieve them

• Master flow charts to visualize interconnectivity and refine processes; successfully implement strategic planning

• Determine root causes of bottlenecks and solutions to clear them; utilize innovative problem-solving techniques

• Lead process improvement to realize savings—increased speed, decreased waste, improved quality, lower costs and minimal re-work.

THE LEARNER EXPERIENCE

A potent blend of high performance team-building and process improvement skill development, you should equip to lead real change with lasting results. This immersive program should combines video, challenging exercises and experiential learning. First, candidates will be drafted into workforce to test for high standards of efficiency, quality and safety. Next, a lateral transfer into manufacturing, where you must increase value by producing or selling custom products. As you learn to refine both internal and external processes, the correlations between the experience and our own work situation will become clearer, allowing us to stretch your creative muscles on our own workplace challenges.

Customer Service

Make remarkable service our standard practice

Unite our employees in their commitment to service excellence and equip them with the tools and skills to provide it through The Building Blocks of Service Excellence.

our team should learn to:

- Apply powerful service tools: pre-planning analytics, route map, and diagnostics
- Be accountable for each service interaction
- Communicate clearly - listen, respond, adjust, and confirm
- Focus on long-term business relationships, not isolated interactions

Make remarkable service our standard practice

BUSINESS ISSUE

How do we guarantee that each customer (internal and external) receives excellent customer service every time? Impossible? Not if there is a common vision and consistent approach to delivering service across the organization. Once you unite everyone in their commitment to service excellence and equip them with the tools and skills to provide it, a natural momentum is created. It begins within the company—as people recognize that they are all customers and suppliers to each other—and flows outward to our paying customers. Service Excellence initiates this critical momentum and provides a practical route map for driving it forward—toward customer service mania!

LEARNING OUTCOMES

Our team should learn to:

• Easily apply a powerful, multipurpose, service tool as: pre-planning analytic, route map and diagnostic

 • Be accountable for each service interaction, from needs analysis (uncover the real need) to delivery

• Communicate clearly—listen, respond, adjust and confirm—to understand and be understood

• Achieve positive results every time—even challenging interactions are opportunities to increase customer loyalty

• Consider all service options and make decisions based on expertise and customer knowledge

• Focus on long-term business relationships, not isolated interactions

THE LEARNER EXPERIENCE

Is our team ready for a customer service breakthrough? Two days in length and experiential in design, of Service Excellence tackles the customer service challenge from a variety of angles and through various media. As a holistic approach to the service experience—from establishing a receptive mindset and exploring interaction mechanics, skills and techniques, to building long-term relationships—there is no better model. Full engagement is guaranteed with a stimulating array of case studies, experiential exercises and group discussions, and the impact of the learning is engrained with real-world application, practiced in our risk-free, learning environment. Ultimately, you will come away with immediately applicable strategies and tools—multifunctional, customer service, building blocks—that are the foundation for service excellence. Increased customer loyalty, satisfaction, sales and word-of-mouth advertising are just a few of the tangible results you'll achieve.

Teamwork

Design, develop, and drive high-performance teams

The Seven Cornerstones of Teamwork is a simple, yet sophisticated, multipurpose diagnostic and team-building tool that serves as a catalyst for generating outstanding results. Whether you're building from the ground up or developing an existing work unit, this results-directed process embraces the uniqueness of any team, while uniting individuals in the pursuit of common goals.

our team will learn to:

- Identify and apply the qualities that define a high-performance team
- Maximize team results by optimizing the performance of sub-groups and individuals
- Generate greater unity, resource sharing, and focus on objectives and their outcomes
- Facilitate productive team communication
- Apply a common language
- Diagnose, adjust, and course-correct to propel a team's ongoing success
- Lead and communicate with greater clarity and purpose

BUSINESS ISSUE

Powering Team Performance addresses the challenges that arise when forming functional and goal-directed teams, without fully understanding and applying foundational team principles. Instead of wasting resources assembling inconsistently performing groups, who generate sub-par results, take advantage of this practical application of team-building best practices. From the core of this program, you will acquire a simple, yet sophisticated, multipurpose diagnostic and team-building tool. Whether you're building from the ground up or developing an existing work unit, this results-directed process embraces the uniqueness of any team, while uniting them in the pursuit of common goals.

LEARNING OUTCOMES

You should learn to:

• Identify the principles and qualities that define a high performance team; apply those to your team design and development processes

• Maximize team results by optimizing the performance and impact of sub-groups and individuals

• Generate greater unity, resource-sharing mindsets and a cohesive focus on objectives and their outcomes

• Facilitate productive team communication, eliciting meaningful input from every team member

• Apply common language to perform preventive and ongoing maintenance on team and individual performance

• Diagnose, adjust and course-correct to propel a team's ongoing success

• Lead and communicate with greater clarity and purpose

THE LEARNER EXPERIENCE

• Bridge the gap between performance ideals and execution of Teamwork —an ultra-flexible, consensus-building, team leadership tool

• Experiential approach incorporates discussion, activities, best practices critiques and videos to fully engage participants

• Test the program's models and concepts against a series of team challenges that become progressively more difficult to solve

• Adopt, practice and refine new team leadership techniques in a supportive, risk-free, learning environment

Effective Presentations

our message is too important to be left to chance

Every presentation is a valuable opportunity to connect, inform, persuade, educate, and motivate. From preparation to presentation, this program is an immersive approach to developing confident presenters who can have an immediate impact on our candidates, whether in sales, training, leadership, or the boardroom.

our team should learn to:

- Analyze and identify their audience, making their message relevant and engaging
- Create clear, concise, and impactful content for presentations
- Build confidence as public speakers
- Adapt verbal and body language to complement, not conflict, with their message
- Communicate effectively to diverse audience

BUSINESS ISSUE

Every presentation is a valuable opportunity to connect, inform, persuade, educate or motivate. However, many of us fail to treat these opportunities with the respect and professionalism they deserve. We're either too rushed or unskilled and that leaves dollars on the table, mixed messages or a confused audience. a full-day session dedicated to content and delivery mastery. From preparation to presentation, this is an immersive approach to developing expert and confident presenters who can have an immediate impact on their audience, whether in sales, training, leadership or the board room.

LEARNING OUTCOMES

You should learn to:

• Analyze and identify our audience; make your message relevant and engaging to them

• Create clear, concise and impactful content for presentations

• Build and leverage confidence as a public speaker; prepare and practice for leadership excellence

• Adapt verbal and body language to complement, not conflict with, your message

• Communicate effectively to diverse audiences; use appropriate imagery and effects in presentations

• Quickly bridge the distance between intent and comprehension; say less and achieve more

THE LEARNER EXPERIENCE

Effective Presentations works best with small groups, creating a supportive and focused learning environment. As you progress through this feedback-rich, five-stage session, you create at least four, videotaped presentations, ascending to a level of polished professionalism. Beginning with understanding and targeting our audience, you will expand into the areas of: content components and structure; delivery via potent imagery, verbal and body language; details that make the difference: preparation, rehearsal, room environment, answering questions (mini-presentations) and how to adapt your presentation on-the-fly. The experience concludes with the Grand Finale, showcasing your final, stellar presentations and including a thorough evaluation with constructive feedback and tips for further improvement. Beyond the training session you'll find next-day applicability—fuelled by a new confidence and communication competence—as you discover immediate opportunities to apply your upgraded skills and clarity of thought.

Project Management

Deliver projects on-time, on-budget with top quality results

In order for projects to deliver the expected results, our employees need a degree of expertise in tactical management, plus a failsafe process to follow. Tactical Excellence not only provides such a process, but it presents it in an easy-to-apply approach that is streamlined for everyday, real-world use.

our team should learn to:

- Benchmark performance against client expectations, and discover opportunities to exceed them
- Address the 'people' side of the project to obtain buy-in investors
- Formulate actionable goals reflecting resources and constraints
- Implement an integrated communication plan
- Design flexible project plans and charts
- Incorporate contingency strategies into every project

Deliver projects on-time, on-budget with top quality results

BUSINESS ISSUE

Why do so many projects fail to deliver the expected results, never mind exceed them? Lack of a tactical mindset and underdeveloped project management skills or processes. It's never enough to simply delegate a project and hope for the best. The person who will be responsible for its outcome needs a degree of expertise in tactical management, plus a failsafe process to follow. Tactical Excellence not only provides such a process, but it presents it in an easy-to apply construct that is streamlined for everyday, real-world use. Want to ensure that our projects deliver on-time, on-budget with top quality results?

LEARNING OUTCOMES

You should learn to:

• Benchmark your performance against client expectations; discover opportunities to exceed them

• Address the 'people' side of the project to obtain buy-in from all investors

• Work from an objective-driven perspective; formulate actionable goals reflecting resources and constraints

• Implement an integrated communication plan; keep team members on-track and clients in the loop

 • Design easily absorbed and flexible project plans; master the subtleties and power of charting

• Incorporate risk management and contingency strategies into project

THE LEARNER EXPERIENCE

• Multi-format delivery: interactive discussions, case studies, hands-on exercises and action planning

• Can be enhanced with additional, experiential learning elements

• Multiple opportunities for in-depth practice of principles and application to real-world situations

• Feedback-intense and risk-free learning environment

Leading Meetings

Agendas become action plans with outcome-driven meeting management

Meetings can have a huge impact on success if we're equipped with an easy-to-implement process that takes us from need to deed as effectively as possible. delivers that process. This highly immersive experiential program teaches the "how" of meetings management through repeated practice, feedback, and application.

our team should learn to:

- Funnel and filter information accurately and rapidly
- Elicit input from all involved parties
- Eliminate diversion and tangents, and stay focused on the core objectives
- Make actionable decisions
- Assign defined tasks, outcomes, and timelines
- Learn how to follow up to monitor progress

BUSINESS ISSUE

If we want to get more decisive action out of meetings, here's a fresh take on how to turn them into real focal points for goal achievement. It's an ongoing challenge to deliver on-time and within budget in the face of information overload, multiple schedules and ever-expanding job accountabilities. But meetings can have a huge impact on success if we're equipped with an easy-to-implement process that takes us from need to deed as effectively as possible. delivers that process. This highly immersive experiential program breathes new life into a traditionally mundane topic. So, throw your preconceptions out of the window and embrace a new approach that turns meetings into momentum, not roadblocks.

LEARNING OUTCOMES

You should learn to:

• Funnel and filter information accurately and rapidly

• Elicit reasoned input from all involved parties

• Eliminate diversions, trim tangents and re-focus on the core objectives

• Make consensual, actionable decisions

• Assign tangible, time-lined tasks and outcomes; follow up to confirm progress

THE LEARNER EXPERIENCE

Crime's afoot at an English stately home. you, along with your team of Scotland Yard investigators, are confronted with six crime cases and an over-supply of information. Equipped with investigatory tools and processes, you must share, evaluate and organize the data, determine the nature of the crime and the identities of culprit and victim—all within tight deadlines. These hectic, fact-finding and analyzing missions mirror our experiences in meetings and, as one case progresses into another, our meeting management skills will be augmented and honed. Once return to work, you'll never look at meetings the same way as you transform agendas into action plans that deliver real results.

Delegation

Maximize contributions through effective delegation

In this, candidates will come to understand the concept of delegation as a tool to grow both the leader's skill and to harness the potential of their direct reports. Candidates will learn the model for effective delegation, as well as how to provide appropriate authority and responsibility to maximize employee contribution.

our team should learn to:

- Provide a clear line of sight from the path to the goal and related expectations
- Define for direct reports their span of freedom and responsibility in executing their tasks
- Understand how to give in-the-moment coaching to improve results or avoid a problem
- Ensure that personal ownership is taken to deliver on commitments
- Recognize and harness the potential in every employee

BUSINESS ISSUE

A leader's ability to delegate will have a significant impact on driving business results. In this, candidates will understand the concept of delegation as tool to grow both the leader's skill and to harness the potential of their direct reports. Candidates will be introduced to the business model for effective delegation and the tool, which helps leaders to delegate authority and responsibilities to direct reports in order to maximize employee contribution. A series of experiential activities will help candidates to understand the key concepts and allow candidates to practice and apply each of the delegation skills in a fun and engaging format.

LEARNING OUTCOMES

You should learn to:

• Provide a clear line of sight from the path to the goal and subsequent expectations

• Use a clear presentation size to give direct reports appropriate freedom to act

• Understand how to give informal and in-the-moment coaching to improve results or avoid a problem

• Ensure personal ownership is taken to deliver on commitments

• Recognize and harness the potential in every employee

AGENDA

Introduction Outline the framework for the program and introduce the Business model for effective delegation

Clarity

The ability to set clear goals

• Ensure delegated goals are Crystal Clear, Action Oriented, Measurable and Specific

The Gantry (a bridge-like overhead structure with a platform supporting equipment such as a crane, signals, or cameras)

Experiential Activity:

The Gantry candidates must rely on their ability to communicate clear goals to their team members to be successful. Participants will have the opportunity to practice using the business model for setting goals and they will be given a tool that will provide feedback on how well they were able to communicate goals and achieve objectives.

Authority

The direct report's freedom to act within a delegated situation Model - Defining another's freedom to act based on:

• Responsibility for outcomes

• Training in the areas required in which to operate

• Related Experience

• Track record of success

Time Management

Gain the practical skills necessary for successful time management

Candidates should discover how to plan and organize their time for personal success, quickly highlighting that activity is not a substitute for productivity. Each candidates will identify and take a broad view of their real-world priorities in order to determine where they should focus to maximize their value for time on the job.

our team should learn to:

- Integrate proven time-management techniques into their daily process
- Learn to effectively use daily to-do lists, schedule tasks, and construct daily plans
- Manage competing priorities
- Implement strategies and techniques to reduce procrastination and the impact of interruptions
- Develop a personal action plan to realize the most benefit from individual effort

BUSINESS ISSUE

Harnessing the productivity of every employee increases organizational success and growth. Candidates learn and use the practical skills necessary to develop and implement a structure for successful time management. In this candidates identify barriers to effective time management, discover how to plan and organize their time for personal success, and begin to realize that activity is not a substitute for productivity. Each candidates will identify and take a broad view of their realworld priorities in order to help understand where they should focus their attention; and walk away with a clear picture of how to achieve maximum value from their time on the job

LEARNING OUTCOMES

You should learn to:

• Integrate proven time management techniques into their daily processes

• Proactively schedule tasks, construct weekly plans and learn to effectively use daily to-do lists

• Prioritize tasks and activities, while handling competing priorities

• Implement strategies and techniques to reduce the occurrence of procrastination and the impact of interruptions

• Develop a personal action plan to realize the most benefit from individual effort.

AGENDA

Introduction and Assessment Completion of a time log starts the day, and is then used as a reflection tool as candidates learn and apply each of the principles. An interactive experience is used to demonstrate and practice a technique to overcome barriers to time management issues.

Principle 1 – To-do Lists Candidates assess the value of to-do lists and apply techniques to create them effectively.

Principle 2 – Know What's Crucial Candidates learn, practice, and apply a principle that helps them sort and assess both their important and their urgent tasks.

Principle 3 –Determine Your Priorities Candidates uncover, through an interactive experience, the impact of knowing and staying the course when managing time and working on key priorities. Candidates reflect on previous behavior and learn to use the techniques taught on future behavior. Practice – Case Study An interactive and on-going case study where Candidates apply the time principles.

Principle 4 – Know our Goals Candidates discuss the power of goals and planning; then, work through a process to identify professional goals and plans to achieve them.

Diagnosing Failure

A model that assists Candidates to determine the roadblocks they personally face when attempting to successfully apply effective time management principles is presented. Practiced using the model then follows.

Commitment to Action

The module closes with Candidates creating an action plan for behavior change.

Performance Management

Develop high-performance teams that generate outstanding results

Candidates build on their ability to listen, give and receive feedback, and provide performance management in order to develop high-performance teams and generate outstanding results. Candidates come to better understand their role as a leader of others, responsible for world-class communication and productive relationships. Experiential exercises provide extensive opportunities to practice listening, deliver effective feedback, and manage employee performance. To ensure changed behavior and improved results, participants practice their new skills and create an action plan to implement them.

our team should learn to:

- Recognize and understand the role of the leader in managing the performance of employeesAnalyze and implement the techniques of effective listening
- Know how to give clear, effective, and actionable feedback to others
- Use the most effective feedback style for specific situations
- Understand the impact of the leader in employee performance
- Use communication and coaching techniques in difficult situations

BUSINESS ISSUE

This Training will expand on each leader's ability to listen, give and receive feedback and provide performance management in order to develop high-performance teams and generate outstanding results. Candidates come to better understand their role as a leader of others, responsible for world-class communication and productive relationships. Candidates engage in experiential exercises that provide extensive opportunities to practice listening, delivering effective feedback and managing employee performance. To ensure changed behavior and improved results, candidates practice their new skills and create an action plan to implement them.

LEARNING OUTCOMES

You should learn to:

• Recognize and understand the role of the leader in managing the performance of employees

• Analyze and implement the techniques of effective listening

• Listen to understand and get results

• Know how to give clear, effective and actionable feedback to others

• Use the most effective feedback style for specific situations

• Understand the impact of the leader on employee performance

• Use communication and coaching techniques in difficult situations

AGENDA

Introduction

To set context and raise awareness, Candidates will engage in discussion and debate about the leader's role in listening, feedback and performance management. Listening candidates learn effective and timesaving communication behaviors that are essential to increased productivity, accuracy and efficiency. candidates will learn how to establish a common language within their teams, ensure clarity and avoid misunderstandings.

MultiPlex

Multiplex is a simple, yet intellectually challenging activity that will clearly illustrate the need for listening, input gathering and sharing information in order to make best decisions and deliver on expected results. Candidates will often default to believing they have all the right answers and therefore not truly value the input that others can provide.

Feedback

As leaders, one of the most crucial behaviors is to know when, and how, to give and receive feedback. Candidates will learn the impact of feedback on employee performance. When providing feedback to employees, leaders must always speak the truth, speak with tact and speak about consequences.

Configurations

Configurations drive productivity and results through feedback and improved interpersonal communication. This exercise challenges teams to achieve 100% accurate understanding as quickly and efficiently as possible. Teams will must support each other and provide feedback quickly and effectively to be successful. In this highly interactive experience, candidates work in teams to provide direction and coaching for various tasks. As a result, candidates will experience for themselves the need for successful performance management and an effective coaching process to maximize results.

Performance Management

Leaders are people that have the ability to see strengths and weaknesses in employees, and know how to effectively manage employee performance. Candidates will learn how to be an effective manager and coach using the Performance Management Cycle.

Personal Commitment

Each candidate will have an opportunity to internalize the key content from the program and make a personal commitment to specific and actionable behavior in order to guarantee success.

Innovation

Put innovation into practice and watch our business thrive

Innovation in Action occurs within the highly interactive learning environment . Here you'll discover that innovative thinking is within us all as a blend of continuous process improvement and creativity.

our team should learn to:

- Identify the behaviors and cultural conditions that foster ideation and greater input from everyone
- Analyze our current processes and systems to identify opportunities for meaningful innovation
- Go beyond brainstorming - from ideation to execution - with a practical set of innovative tools and techniques
- Create common understanding and productive work processes within our innovation team
- Implement innovation to yield optimized business results
- Convert concepts into workable solutions

BUSINESS ISSUE

"How am I supposed to innovate? I'm not a creative thinker!" Most of us can relate to this sentiment, but the truth is that it doesn't matter – anyone can innovate. Innovation is simply taking something that exists and improving upon it. Of course, it requires the support of a culture that values innovative thinking – otherwise, any new idea is likely to run afoul of the innovation killers: "Tried it, it didn't work"; "Senior management would hate it!"; "Too expensive/impractical/crazy!" Innovation in Action challenges that negative thinking by fostering an innovation-friendly culture in which everyone can generate and implement new ideas. And new ideas in action translate into competitive advantage and sustainable success, particularly in today's landscape, where the rule is rapidly becoming 'Innovate and Thrive.'

LEARNING OUTCOMES

You should learn to:

• Identify the behaviors and cultural conditions that foster ideation and greater input from everyone

• Analyze our current processes and systems to identify opportunities for meaningful innovation

• Go beyond brainstorming – from ideation to execution – with a practical set of innovative tools and techniques

• Create common understanding and productive work processes within our innovation team

• Implement innovation to yield optimized business results – convert concepts into workable solutions

THE LEARNER EXPERIENCE

Innovation in Action occurs within the highly interactive learning environment . Here you'll discover that innovative thinking is within us all as a blend of continuous process improvement and creativity. You'll also learn how to counter many of the negative perceptions that often come with change and new thinking. As you immerse yourself in a stimulating variety of challenges, projects and discussions, you will acquire practical tools and a 10-step process that will equip you to start innovating immediately! In fact, the conclusion of this session is exactly that: an intensely focused block of time in which you tackle a real opportunity from your own work situation. This allows for hands-on practice with our new toolset of skills, leading to a solution you can implement or refine as soon as you're back at work. And don't let the learning stop there! Every time a process, device or system frustrates you, ask "What if…?" and stretch your newly developed, innovative muscles to welcome the challenge.

Coaching

When coaching is successfully implemented in an organization, individuals produce better results and the organization achieves greater outcomes. The challenge facing organizations is how to ensure that the power of coaching is fully understood, and is accurately and effectively applied.

our team should learn to:

- Apply and practice coaching skills
- Create stronger relationships between the leader and the team members – this translates to the improved performance of individuals
- Use teamwork principles as the standard for giving and receiving coaching and feedback
- Increase retention and application of new skills
- Practice the C.O.A.C.H.(Creating Opportunity and Casting Hope) principles over four successive rounds, becoming more proficient and skilled with each application

BUSINESS RELEVANCE

When coaching is successfully implemented in an organization, individuals produce better results and the organization achieves greater outcomes. The challenge facing organizations is how to ensure that the power of coaching is fully understood, and is accurately and effectively applied.

LEARNER EXPERIENCE

In 1934, Dr. Thomas Rae, world-renowned archaeologist, unearthed a priceless find – the Emperor Tiberius's atrium floor. Suspecting that there may be others after the same discovery, Dr. Rae kept his findings a secret by recording each piece in code. Today, your team has been tasked to re-create the Emperor Tiberius atrium floor based on the clues. The Discovery of Dr. Thomas Rae demonstrates how coaching can transform the behavior and culture of an organization. During the program, participants practice delivering effective feedback, and the debrief brings to life the real-world application of coaching to achieve the desired results from direct reports.

LEARNING OUTCOMES

• Apply and practice coaching skills

• Create stronger relationships between the leader and the team members – this translates to the improved performance of individuals

• Use teamwork principles as the standard for giving and receiving coaching and feedback

• Increase retention and application of new skills

• Practice the C.O.A.C.H. principles over four successive rounds, becoming more proficient and skilled with each application

3. The Best Ways to Manage People

Managing people is part of leadership, but it's a part that may not come naturally to leaders. In almost every job, people skills are every bit as important as technical, or hard skills. Luckily, people management is another skill that can be taught. The first step is being open to training itself. The next is to practice what is learned. Through training, leaders learn to:

- Manage and overcome interpersonal conflict
- Help staff with their own goal setting, time management, and collaboration challenges
- Encourage staff to diagnose their own performance
- Garner a culture of accountability for their team

4. Soft Skill Building

While we spend large portions of our careers learning the hard skills required to completing tasks and doing our jobs, it is essential that leaders also have training in "soft skill" areas. When seeking leadership training, ensure the curriculum has components targeted specifically to personal and soft skills building for leaders. While technical skills are important, soft skills are crucial to career success as a leader. Soft skills building for leadership training should cover:

- Building effective relationships
- Communicating clearly
- Listening actively
- Thinking creatively

5. Training Specific to Situations Leaders Might Face

While you can't know exactly what the future will bring, there is one thing you can train leaders to face: Change. Even seasoned leaders can benefit from training for change management. Even if you're not undergoing a complete culture transformation, leading through change is still important even for smaller initiatives like changes to software and systems. Training here will include:

- Best ways to educate others about a change
- How to choose whether to try a different change tactic
- How to assess your own impact toward change
- Methods for providing constructive feedback